

Community Services Agency Director



Striving to be the Best, in the heart of central California



THE COMMUNITY

Located in the heart of California's fertile Central Valley, Stanislaus County is blessed with good weather year-round and some of the world's richest soil. With a population exceeding 500,000, Stanislaus County is proud of its vibrant citizenry, great traditions, educational opportunities, and multicultural lifestyles. Modesto, the largest city and seat of Stanislaus County, offers the diversity and facilities of a metropolitan city while maintaining an atmosphere of old-fashion hospitality. Other cities within the County are Ceres, Hughson, Newman, Oakdale, Patterson, Riverbank, Turlock, and Waterford.

Stanislaus County is easily accessible from throughout California. West of the Valley and over the coastal mountains lies the San Francisco Bay Area, a 90-minute drive from Modesto. Equally close is Sacramento, the State's capital. Eastward are the foothills of the famed Mother Lode gold country that leads to the majestic Sierra Nevada mountain range, Yosemite National Park and Lake Tahoe.

A wide variety of favorably priced suburban and rural housing opportunities are plentiful in Stanislaus County.

COUNTY GOVERNMENT

The County is divided into five supervisorial districts and each Supervisor is elected by the citizens within that district. The Board of Supervisors has both legislative and administrative duties and responsibilities. The Board is assisted in its administrative responsibilities by the Chief Executive Officer who is delegated broad responsibilities in the fields of budgeting, control of budget expenditures, and overseeing the general day-to-day business functions of the County and appointment of Department Heads.

Today, Stanislaus County staff provides a broad variety of services focused on the priorities of the Board of Supervisors. Priorities include:

- A safe community
- A health community
- A strong local economy
- Effective partnerships
- A strong agricultural economy/heritage
- A well-planned infrastructure system
- Efficient delivery of public services

County departments such as the Sheriff's Office, Health Services Agency, Community Services Agency, Agricultural Commissioner, Behavioral Health and Recovery Resources, Planning and Community Development and Stanislaus Regional 911 provide the critical backbone of County services. The Board of Supervisors uses a \$954 million budget and staff of 3,700 to implement policy decisions for the greatest community benefit.

COMMUNITY SERVICES AGENCY

Appointed by the County Executive Officer, the Director is responsible for all County human services including TANF, Welfare to Work, Child Welfare, Adult Protective Services, In Home Support Services, MSSP, Foster Care, Medi-Cal, General Assistance and related services. The Department's current resources include 883 budgeted positions and an operating budget of nearly \$260 million. The Agency delivers services, in collaboration with community partners, from 39 outstations and satellite offices throughout the County. In any given year the Agency will serve approximately 128,000 people.

"The Agency's Mission, in service to the community, is to build a stronger community, CSA works with the people of Stanislaus County to help with a safe place to live, access to food, health care and opportunities to work."

THE POSITION

The Community Services Agency Director is appointed by the Chief Executive Officer (CEO). The Director is responsible for the overall operation of the Agency, which includes administering, directing and coordinating the activities of the Agency and its budget. The Director is expected to carry out the objectives

of the Board in providing for a healthy community and establishing effective partnerships. This position heads a program of public social services which includes community services as well as the applicable Federal and State public assistance provisions which further the general welfare of the County.

"Stanislaus County serves the public interest by promoting public health, safety, community assistance and the local economy in an efficient, cost-effective manner."



Responsibilities include:

- Providing day-to-day leadership for department employees through communication and demonstration of the organization's Vision, Mission and Values
- Monitoring developments in the field and submitting periodic summaries and analysis of these developments for the Board's consideration in policy development for the department
- Assessing the social welfare needs of the community and reporting to the Board on the department's role and activities in fulfilling these needs
- Preparing and monitoring the annual budget including expenditure control and revenue collection processes
- Planning, organizing, coordinating and directing the County's social services programs based on policy direction provided by the Board, Federal requirements, State regulations and policy
- Analyzing, interpreting and evaluating the effect of Federal, State and local legislation, rules, policies and procedures for the administration of the County social services programs
- Setting direction through the development of a strategic/business plan for the department
- Insuring accountability for duties and projects assigned to managers and other staff
- Overseeing processes for recruitment, hiring, selection, evaluation and discipline of employees
- Creating and implementing employee recognition programs
- Utilizing internal/external customer surveys
- Setting and maintaining standards for customer service including complaint resolution
- Assuring compliance with regulatory requirements through periodic compliance monitoring and reviews
- Developing and delivering both written and oral reports regarding the performance of CSA to various boards
- Acting as a liaison between the Board, CSA and governmental agencies
- Addressing local civic organizations and providing leadership in developing community interest and understanding of the needs of the recipients of social service programs
- Explaining and interpreting rules and regulations concerning the administration of the social service programs to the Board, department employees and others

- Meeting with representatives of other social service agencies concerning the development of new programs, coordination of the services offered, and the solution of programs concerned with interagency relationships

THE IDEAL CANDIDATE

The ideal candidate will be a seasoned human services professional with significant leadership and management experience in a diverse and complex organization. This challenging position requires a strong, visionary leader committed to continuous quality improvement, customer service and performance management; bringing guidance and focus to a talented staff while anticipating and preparing innovative service provision solutions in a changing picture of Federal and State mandates.

Specific requirements are as follows:

Experience and Education

A minimum of five years of recent, full-time experience in an increasingly responsible managerial or administrative capacity at division head level or higher in a social services, aging, public health or health care environment is expected. A Master's degree from a graduate school of social work is highly desirable. A Master's degree in Public Administration, Psychology, Anthropology, Economics, Political Science or Sociology may be substituted for the Master's degree in Social Work or an additional year of qualifying experience may be substituted for the graduate education requirement.

Management Style/Personal Characteristics

In addition to the experience and education described above, County officials have cited several additional desirable characteristics:

- Serve as a member of the County's Department Head Leadership Team
- Understand the importance of being a 'working' administrator
- Possess the passion to not only lead but ensure the Agency's sustainability
- Ability to quickly assess the pulse of the Agency, policy-makers and community
- Bring a proven track record of hiring, mentoring and developing exceptional staff
- Effectively manage across silos while fostering consistency, collaboration and teamwork
- An intrinsic understanding of the organizational risks associated with providing CSA services and the ability to be constantly assessing those risks and reassuring the public and staff those risks are understood and addressed





- Passionate public servant dedicated to helping others
- Possess the energy to continue the cultural changes implemented by incumbent
- Understanding of statewide issues and previous participation in regional and state collaborations while understanding staff's need for the Director's presence
- Exceptional communication skills
- Good knowledge of statistical analysis and performance measurements and the ability to quickly provide that information
- Experienced with media relations and open to new social technologies as a means of communicating with the public and stakeholders
- Be calm under pressure; thick skinned; and possess a good sense of humor

Additional information is available on the County web site at www.co.stanislaus.ca.us

COMPENSATION AND BENEFITS

- The annual salary band for this position is **\$128,252.80 - \$192,358.40**
- The level of compensation is negotiable within the band depending on qualifications.

The County also offers an attractive benefit program, which includes the following:

Retirement

- Employer sponsored retirement plan under the 1937 Act Retirement System, with PERS reciprocity.
- Participates in Social Security.

Medical

The County offers three medical plans to choose from, each with an option to enroll in a traditional EPO plan or a High Deductible Health Plan option. For employees enrolling in High Deductible Health Plans, the County contributes \$1,200-\$2,000/year to the employee's individual Health Savings Account. Employees may also contribute additional funds to their individual Health Savings Account on a pre-tax basis.

Dental/Vision

The County will fund 80% premiums for dental and vision coverage.

Basic Life Insurance

The County provides \$30,000 in basic life insurance and offers the ability to purchase up to \$300,000 in supplemental life insurance.

Annual Leave Program

- 120 hours of vacation leave for the first year
- Department Heads receive an additional 32 hours of vacation per year.
- 160 hours after the first year
- 200 hours after 20 years
- 12 days sick leave
- 10 paid holidays
- 40 hours per year management leave

Automobile Allowance

\$4,800 per year automobile allowance

Deferred Compensation

2% of gross deferred compensation contribution

APPLICATION AND SELECTION PROCEDURE

To be considered for this excellent career opportunity, please submit your resume (including dates of employment and size of budgets and staff managed) with cover letter, current salary and six work-related references by **Friday, August 17, 2012** to:

CPS HR CONSULTING

Pam Derby
CPS Executive Search
241 Lathrop Way • Sacramento, CA 95815
Tel: 916 263-1401 • Fax: 916 561-7205
Email: resumes@cps.ca.gov

Selection Process

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant as soon as possible. The most qualified candidates will be referred for interviews in the County shortly thereafter. An appointment to the position will follow a final interview and the completion of health screening, reference and background checks.

Stanislaus County Is An Equal Opportunity Employer

